

RESOURCE GUIDE

State of New Hampshire
Employee Assistance Program
(800)852-3345 or (603)-271-4336
www.dhhs.state.nh.us/DHHS/EAP

www.esgr.com Employer Support of the Guard
and Reserve

Ernest Loomis, State Chair (603) 227-1477
ernest.loomis@nh.ngb.army.mil

James Goss, Executive Director (603) 225-
1342 james.goss@nh.ngb.army.mil

www.va.gov Department of Veterans Affairs

www.guardfamily.org Online community for
guard members and their families

New Hampshire Family Assistance Centers
4 Pembroke Rd., Concord, N.H.
(603) 225-1203

302 Newmarket St., Newington, N.H.
(603) 430-3545

State Armory, W. Main St., Hillsborough,
N.H.
(603) 228-1135, ext. 2510

State Armory, 15 Blackwater Rd,
Somerwsorth, N.H. (603) 692-1813

State Armory, Lisbon Rd.,
Littleton, N.H. (603) 444-1353

State Armory, 1059 Canal St.
Manchester, N.H. (603) 668-1135, ext 3320

EAP

1-800-852-3345 ext. 4336 or 271-4336

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

SUPPORTING MILITARY PERSONNEL WHEN THEY RETURN TO WORK

A Guide for State Agencies and Departments



State of New Hampshire, Governor's Initiative
Operation Welcome Home

PUTTING THE PIECES TOGETHER

Establish a re-entry transition plan for returning military personnel.

Appoint a liaison within your workgroup to implement re-employment procedures of military personnel consistent with the Uniformed Services Employment and Re-employment Rights Act.

Develop an infrastructure within the workplace and identify supervisors and/or human resource personnel as contacts for employees.

Structure dissemination of information.

Provide training to human resource personnel and appointed liaisons to interface with the New Hampshire National Guard and Reserves for re-employment information and guidelines.

Establish a reintegration process for returning military employees.

Compile an orientation packet for returning military employees.

Publish and distribute outline of roles and responsibilities of designated liaisons as well as information on resources and include in re-orientation packet.



EAP

1-800-852-3345 ext. 4336 or 271-4336

WHAT TO EXPECT

An employee who comes back to work after military service will need some time to adjust as will the returning employee's co-workers. A proactive approach toward change by management will result in successful transitions for the returning service member, fellow employees, and the organization.

ADJUSTING TO CHANGE

Much has changed. The workplace has changed in the employee's absence. Assignments and responsibilities of the returning service person have likely been delegated to others in his/her absence. He or she may feel less important and may experience difficulties resuming old roles.

The returning service member may experience culture shock. Culture shock can produce a roller coaster of emotions that include feelings of happiness, sadness, confusion, and anticipation, sometimes all in one day. You can help by offering support.

First and foremost, offer a warm handshake and a welcoming remark.

Set a positive tone by welcoming back the service member with some type of group recognition. This will ensure the person knows he or she is a valued member of the team.

Express gratitude for the person's military service.

Provide the opportunity for the service member to talk about his/her experience if they choose to. Some returnees will prefer not to talk at all about their experiences. It is important for other employees to respect the person's wishes and to take cues from him or her.

MANAGING CHANGE

Keep in mind that this is a transition time for the employee.

Be sure all employees know what to expect in terms of work during the adjustment period.

Keep communication lines open.

Be flexible.

Be alert for signs that an employee is having difficulty coping.

Periodically check in with the employee.

Be prepared for the fact that some employees may resent the service person's return to work.

Brief returning personnel on changes in the workplace that have occurred. Provide history and background of circumstances preceeding changes as a means for the employee to understand context of change.

Be alert to team dynamics.

Recognize that sometimes people experience a change in personal values or work priorities following active military service.



EAP

1-800-852-3345 ext. 4336 or 271-4336